

## REASONABLE ACCOMMODATIONS – QUICK REFERENCE

The ADA requires state and local governments to ensure “equally effective communication” of information to all individuals, including qualified individuals with disabilities. When a person with a disability makes a request for an accommodation to participate in a City service, program or activity, the City must provide the accommodation unless the accommodation requested would result in an undue financial or administrative hardship. Furthermore, the City must give primary consideration to the specific aid or service requested.

### **Meetings and Events - Auxiliary Aids and Services**

These types of reasonable accommodations include, qualified interpreters, notetakers, assistive listening devices, qualified readers, oral interpreters, computer-aided transcriptions services, open or closed captioning, audio-descriptions of powerpoint or video presentations, TTYs and other accommodations. All agendas, notices, flyers and invitations for all public meetings and events are to include the following notice:

**To request an accommodation for City-sponsored meetings or events or an alternative format for printed materials, please call (*department contact person and telephone number*) or 408-294-9337 (TTY) (*or use your department TTY number, if one is available*) as soon as possible, but at least three business days before any meeting or event.**

Other public documents, such as City Council memorandums and reports, must also be provided in alternate formats upon request.

- **American Sign Language Interpreters:** ASL interpreters can be obtained by contacting one of the following. (Note: inclusion in this resource list does not constitute endorsement by the City of San Jose, nor does omission imply non-endorsement.) The cost of the interpreters cannot be passed on to the user.

Hands On  
1-800-900-9478  
[www.handsonsvs.com](http://www.handsonsvs.com)

Partners In Communication LLC  
800-975-8150  
[www.PartnersInCommunicationLLC.com](http://www.PartnersInCommunicationLLC.com)  
[Rob@partnersincommunicationllc.com](mailto:Rob@partnersincommunicationllc.com)

Deaf Services of Palo Alto  
Janet Nystrom, 650-856-9262  
[page@dspa.org](mailto:page@dspa.org)

Interpreting and Consulting Services, Inc.  
707-747-8200  
[signforlife@aol.com](mailto:signforlife@aol.com)  
[www.icsdeaf.org](http://www.icsdeaf.org)

Beyond the Words, Inc.  
(925) 979-1968  
[www.beyondthewordsinc.com](http://www.beyondthewordsinc.com)

Now Interpreters  
1-800-669-8191  
[www.nowinterpreters.com](http://www.nowinterpreters.com)

- **Assistive Listening Devices or Systems (ALD or ALS):** An ALS is installed in Council Chambers. An ALD is available for meetings in City Hall conference rooms. Contact the General Services Work Order Desk at least two days before your meeting to request use of the system. A portable personal ALD for meetings located away from City Hall is available for use from the ADA Coordinator.

### **Alternate Formats.**

It is a reasonable accommodation to provide printed materials in alternate formats upon request. The following notice should be included on all printed materials providing general information to the public and information about your department's services, programs and activities.

**This publication can be made available upon request in alternate formats, such as, Braille, large print, audio recording or accessible electronic format. Requests can be made by calling (*department telephone number*) or 408-294-9337 (TTY) (*or use your department TTY number, if one is available*)**

For electronic documents, large print documents can be produced by enlarging the font size. 18 point Arial is often used, but individuals with vision impairments may have a preference as to font type and size which you should accommodate if possible.

Accessible electronic format includes an email or compact disc containing the document in plain text, word processing format, HTML or some other format that can be accessed with screen reader software.

**Braille, Audio Recording and Large Print Vendors** (Note: inclusion in this resource list does not constitute endorsement by the City of San Jose, nor does omission imply non-endorsement. Our goal is to provide you with information on some key resources available):

[Books Aloud](#) (for audio tape recording)  
150 E. San Fernando Street

San Jose, Ca 95112  
(408) 808-2613  
email: [info@booksaloud.org](mailto:info@booksaloud.org)

Braille Transcription Project of Santa Clara County (Contact Peggy Dodge)  
101 North Bascom Avenue  
San Jose, CA 95128  
(408) 298-4468  
email: [brlproject@netzero.com](mailto:brlproject@netzero.com)

**The Lighthouse for the Blind and Visually Impaired**

214 Van Ness Avenue  
San Francisco, CA 94102  
Local Telephone: (415) 431-1481  
Toll Free Telephone: (888) 400-8933  
TDD/TTY Telephone: (415) 431-4572

**Braille Institute of America, Inc.**

741 North Vermont Avenue  
Los Angeles, CA 90029  
Local Telephone: (323) 663-1111  
Toll Free Telephone: (800) 272-4553